IP-COM

Quick Installation Guide
AC1200 Enterprise Mesh WiFi System
EW9+EP9x2
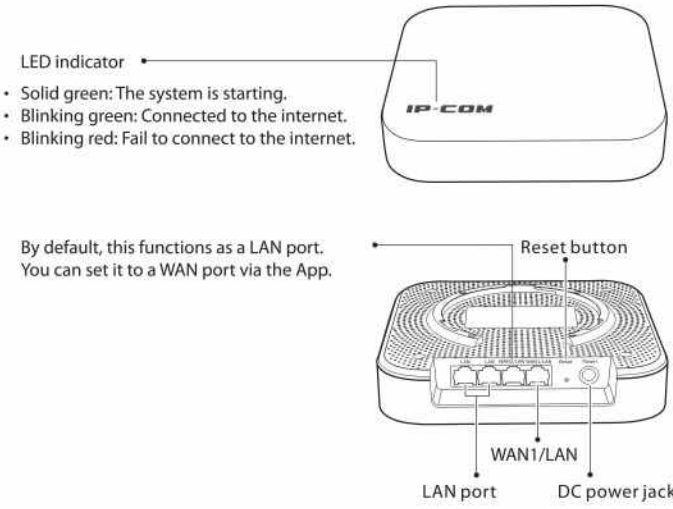
Package contents

- EW9 x 1
- Bracket x 3
- Ethernet cable x 1
- Plastic strap x 6
- Screw x 12
- EP9 x 2
- Expansion bolt x 12
- Expansion nut x 12
- Power adapter x 3
- Quick installation guide x 1

If any item is missing, or damaged, please keep the original packaging and contact the local reseller or distributor immediately.
For product or function details, please go to http://www.ip-com.com.cn to download the user guide.

Getting to know your devices

■ The primary Mesh WiFi node - EW9

LED indicator
- Solid green: The system is starting.
- Blinking green: Connected to the internet.
- Blinking red: Fail to connect to the internet.

By default, this functions as a LAN port. You can set it to a WAN port via the App.

Reset button

WAN1/LAN
LAN port   DC power jack

■ The Secondary Mesh WiFi node - EP9

LED indicator
- Solid green: The system is starting.
- Fast green blinking : The device is connecting to another Mesh device.
- Slow green blinking: Good connection
- Blinking yellow: Fair connection
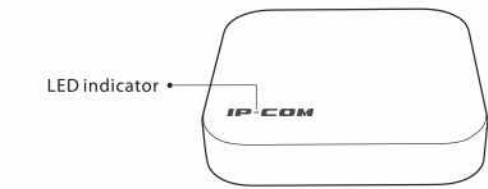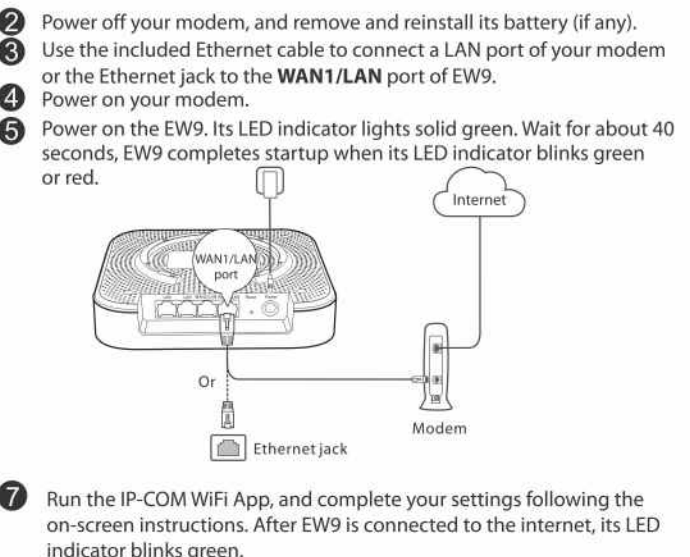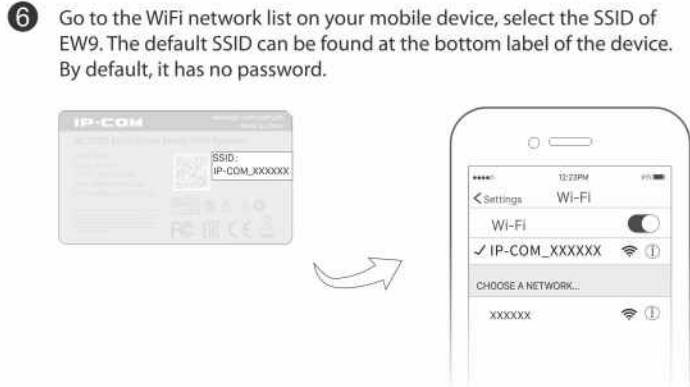- Blinking red: Fail to connect to the internet or disconnected

Reset button

DC power jack

■ Bracket

① Screw holes for ceiling installation.
② Plastic strap holes for pole installation.
③ Slots for wall installation.
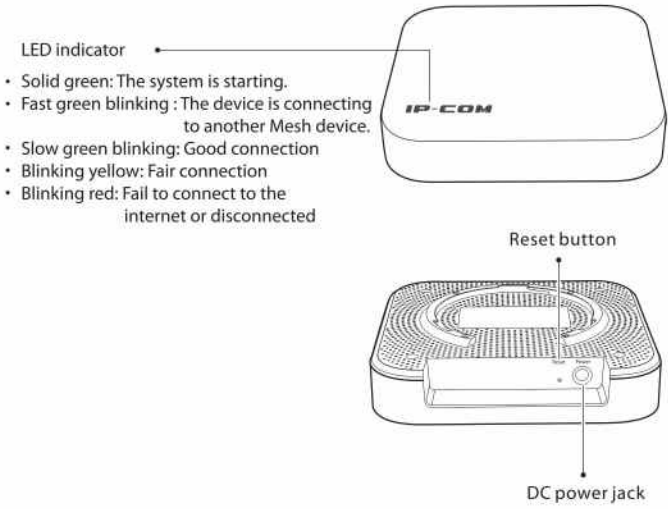
I. Setting up the primary Mesh WiFi node EW9 to access the internet

❶ Download the IP-COM WiFi App onto your mobile device by searching for IP-COM WiFi in the App Store or Google Play or by scanning the QR code. Then, install the App.

GET IT ON Google Play

Download on the App Store

Or

IP-COM WiFi

Available for iOS and Android

❷ Power off your modem, and remove and reinstall its battery (if any).
❸ Use the included Ethernet cable to connect a LAN port of your modem or the Ethernet jack to the WAN1/LAN port of EW9.
❹ Power on your modem.
❺ Power on the EW9. Its LED indicator lights solid green. Wait for about 40 seconds, EW9 completes startup when its LED indicator blinks green or red.

Internet

WAN1/LAN port

Or

Ethernet jack   Modem

❻ Go to the WiFi network list on your mobile device, select the SSID of EW9. The default SSID can be found at the bottom label of the device. By default, it has no password.

SSID
IP-COM_XXXXXX

Settings   Wi-Fi
Wi-Fi
✓ IP-COM_XXXXXX
CHOOSE A NETWORK...
xxxxxx

❼ Run the IP-COM WiFi App, and complete your settings following the on-screen instructions. After EW9 is connected to the internet, its LED indicator blinks green.
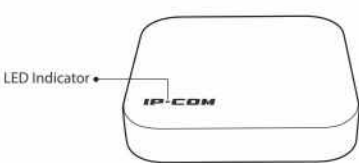
LED indicator

II. Setting up and positioning the secondary Mesh WiFi nodes - EP9

❶ Place an EP9 close to the EW9 and power it on.

❷ When the LED indicator of the EP9 blinks red, run the IP-COM WiFi App on the mobile device which is connected to the WiFi network of the EW9, tap Settings in the lower -right corner, tap Add Mesh device, and follow the on-screen instructions to add.

> **Tips:** The LED indicator of the EP9 blinks green fast when connecting to the WiFi network of EW9.

❸ For better performance, follow the placement tips below to relocate the EP9:
- No more than 2 walls between any two Mesh devices.
- Place it at an open area.

❹ Power on the EP9. Observe its LED indicator until it lights one of the following colors:

Slow green blinking	Good Connection
Blinking yellow	Fair Connection
Blinking red	Disconnected

LED Indicator

❺ If the LED indicator of the EP9 does not blinks green slowly, relocate it according to step ❷ in II to get better connection.
❻ Perform step ❶ - ❺ in II to connect the other EP9 to the Mesh WiFi network of EW9 and place it at proper position.

You have completed the configuration of EW9 and EP9 and found proper positions for them. Go ahead to install EW9 and EP9.
After installation:
- To access the internet:
  – Wired devices: Connect wired devices to the LAN ports of EW9.
  – Wireless devices: Connect wireless devices to your WiFi network using the SSID and the WiFi password you set. The EP9s share the same SSID and WiFi password with the EW9.
- If you want to manage the network anytime, anywhere, then access the App, tap 😊 and log in to your account.

III. Installing EW9 and EP9

> **Tips:** You may need a rubber hammer, a marker, a hammer drill, a drill bit, a screwdriver, and a ladder for the installation. Please prepare them yourself.

You are provided with multiple installation options, including desktop, ceiling, wall, and pole installations.
Please choose a proper option as needed. This guide takes ceiling and pole installations as examples.

> **Tips:** Option A applies to general situations. However, please choose option B if strength of your ceiling material is weak, such as drywall.
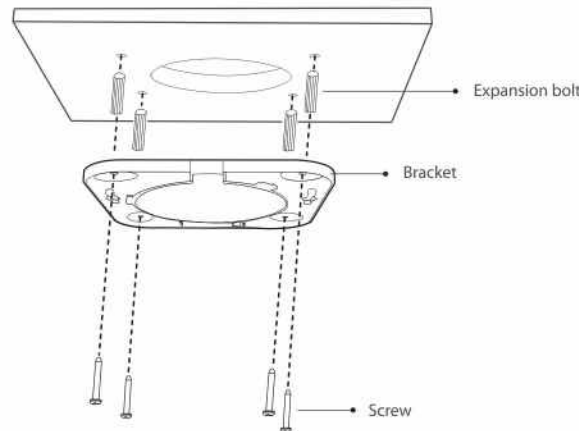
■ Ceiling installation

❶ Position the bracket on the ceiling and mark screw holes on the ceiling with the marker.
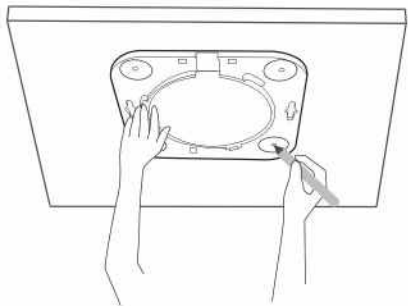
❷ Drill holes in the marked positions using the hammer drill.
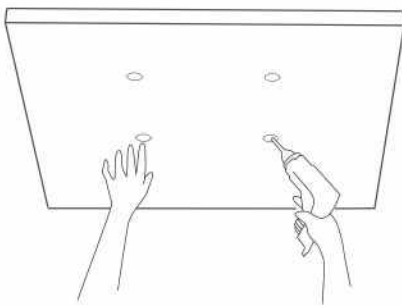
❸ **Option A:** Use the rubber hammer to knock the expansion bolts into the holes you drilled. Then use the screwdriver to drive screws into expansion bolts so as to fasten the bracket.
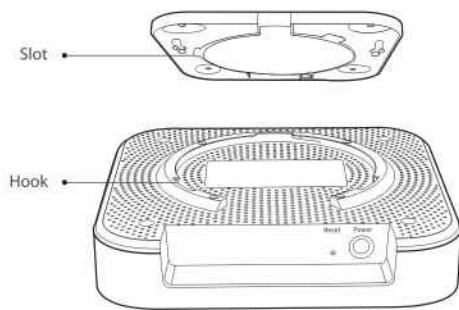
**Option B:** Use screws and expansion nuts to fasten the bracket onto the ceiling. See the following figure.

Expansion nut

Expansion bolt

Bracket

Bracket

Screw

Screw
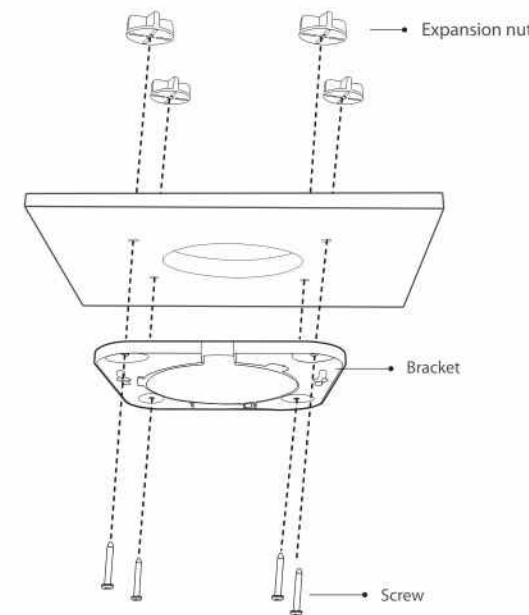
❹ Insert the hooks of EW9 into the slots of the bracket, and rotate the EW9 to lock it firmly.

❺ Repeat step ❶ - ❹ in Ceiling installation to fix the EP9s.
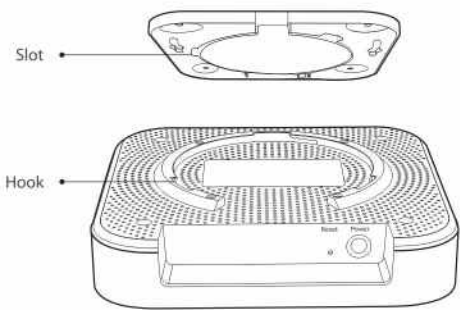
Slot

Hook

■ Pole installation

❶ Thread the two plastic straps across the holes on the bracket respectively. Attach the bracket onto the pole, and tighten the plastic straps to fix the bracket.
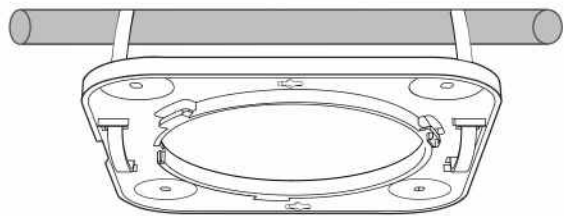
❷ Insert the hooks of EW9 into the slots of the bracket, and rotate EW9 to lock it firmly.

❸ Repeat step ❶ and ❷ in Pole installation to fix the EP9s.

Slot

Hook

Appendix A FAQ

Q1. The LED indicator of a Mesh device blinks red. What should I do?
A1. If the LED indicator of EW9 blinks red, try the following solutions:
- Check if the WAN port of EW9 is properly connected.
- Run the IP-COM WiFi App, and follow the on-screen instructions to solve.
If the LED indicator of EP9 blinks red, try the following solutions:
- Ensure that the LED indicator of EW9 is blinking green.
- Move the EP9 closer to another Mesh device which has a blinking green LED indicator. Wait until the LED indicator of the EP9 that blinks red starts to blink green slowly.

Q2: How can I remove a Mesh device from my WiFi network?
A2: Run the IP-COM WiFi App, tap the Mesh device you want to remove, tap "..." in the upper -right corner, and choose Delete.
Note: This removing operation restores the Mesh device to factory settings.

Q3: How to restore the Mesh network to factory settings?
A3: With all the Mesh devices powered on, hold the Reset button of EW9 down using a paper clip for about 8 seconds. Release it when the LED indicator lights solid on. The Mesh network is reset.

Q4: How to authorize another person to manage my WiFi network?
A4: Run the IP-COM WiFi App, tap Settings, Account Authorization, and Add an account. Enter an account registered on the IP-COM WiFi App, and tap OK.

Appendix B How many Mesh devices do I need?

Scenarios	Solutions
3,500 sq. ft with 60 devices	EW9×1+EP9×1
5,000 sq. ft with 80 devices	EW9×1+EP9×2
6,000 sq. ft with 100 devices	EW9×1+EP9×3

Appendix C Specifications

Item	EW9	EP9
Wireless band	2.4 GHz, 5 GHz	
Data rate	300 Mbps+867 Mbps	
Networking technology	True Mesh	
Antenna	4 x 4 dBi omni-directional antenna	
Jack and port	• 1 x DC IN jack, • 4 x 10/100/1000 Mbps auto-negotiation RJ45 port	1 x DC IN jack
Button	1 x Reset	
WAN port	Supports 2 WAN ports at most	/
Dimension (L×W×H)	170mm × 170mm × 36mm	
Installation option	Wall, Ceiling, Pole and Desktop	